

EPO - DG 1

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Claims

(83)

1. Method of delivering a message using at least one telecommunications network (18, 19, 20, 21), said message comprising message content, wherein a user (1) has access to a plurality of telecommunications services (2, 3, 4, 5, 60), such as digital cable television services, telematic services, Plain Old Telephone Services (POTS) or Internet-Protocol-based (IP) services, which telecommunications services (2, 3, 4, 5, 60) are provided to the user (1) via said at least one network (18, 19, 20, 21) and are accessed by the user (1) using one or more user access devices (7, 8, 9, 10, 11, 12, 59), such as a UMTS phone or a TV set-top box, comprising a step of selecting a target access device (26) from said user access devices (7, 8, 9, 10, 11, 12, 59) based on results of a use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59), characterized in that, said selecting of a target access device (26) is further based on an analysis of operational capabilities of said user access devices (7, 8, 9, 10, 11, 12, 59) in dependence of said message content, wherein said message is delivered at said selected target access device (26) by converting (55) at least a part of said message content to a format which is dependent on said selected target access device (26).

2. Method according to claim 1, wherein operation of at least one of said telecommunications services (2, 3, 4, 5, 60) invokes at least one service-related event (42), and wherein said at least one service-related event (42) is used as an input to said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59).

3. Method according to any of the previous claims, wherein a personal identification by said user (1), such as a personal identification for use of banking services or public transportation, is used as an input to said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11,

12, 59).

4. Method according to any of the previous claims, further comprising a step of keeping a history of results of said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user
5 access devices (7, 8, 9, 10, 11, 12, 59), and wherein delivery of said message is based on said history.

5. Method according to any of the previous claims, wherein said step of selecting a target access device (26) is further dependent on an operational mode of any of said user access devices (7, 8, 9, 10,
10 11, 12, 59).

6. Method according to any of the previous claims, wherein delivering of said message further depends on preferences of the user (1) for receiving any of said plurality of services.

7. Method according to any of the previous claims, wherein
15 delivering of said message comprises a step of triggering off a further message to said target access device (26).

8. Arrangement for delivering a message comprising message content via at least one telecommunications network (18, 19, 20, 21), comprising means for providing access to a plurality of services via said
20 at least one network (18, 19, 20, 21) and via one or more access devices, further comprising means for selecting a target access device (26) from said user access devices (7, 8, 9, 10, 11, 12, 59) based on results of a use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59), characterised in
25 that, said means for selecting a target access device (26) are further arranged for selecting said target access device (26) based on an analysis of operational capabilities of said user access devices (7, 8, 9, 10, 11, 12, 59) in dependence of said message content, and said arrangement further comprises means for delivering said message at said
30 selected target access device (26) by converting (55) at least a part of said message content to a format which is dependent on said selected target access device (26).

9. Arrangement according to claim 8, further comprising means for receiving service related events (42), means for interpreting these service related events (42), and means for using said events (42) as an input to said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59).

10. Arrangement according to any of the claims 8 and 9, further comprising a database of historic data regarding results of said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59), and means for storing information regarding said results in said database.

11. Arrangement according to any of the claims 8-10, wherein said means for selecting said target access device (26) is further arranged for selecting said target access device (26) based on an operational mode of any of said user access devices (7, 8, 9, 10, 11, 12, 59).

12. Arrangement according to any of the claims 8-11, wherein said means for selecting said target access device (26) is further arranged for selecting said target access device (26) based on user preferences.

13. Arrangement according to any of the claims 8-12, wherein said means for delivering said message is arranged for triggering off a message to said selected target access device (26).

14. Arrangement according to any of the claims 8-13, further comprising means for providing an indication of a user's (1) whereabouts based on result of said use-analysis of any of said telecommunications services (2, 3, 4, 5, 60) and said user access devices (7, 8, 9, 10, 11, 12, 59).